

SUSTAINABILITY REPORT

REPORT AVAILABLE FOR CONSULTATION ON OUR WEBSITE

<https://www.hotelsonbaulomallorca.com/>



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1. Introduction	2
2. Environmental and Sustainability Statement	4
3. Sustainability Program	6
Coordinated by our team: Antoni Moranta, Cristòfol Moranta Sebastiana Moranta.	6
4. Travelife Program in our company	9
Key environmental and social factors	9
5. Comparison of annual consumption 2022 vs. 2023 - 2024 vs. 2025	9
Energy consumption	10
6. Water use	11
Water consumption	11
7. Waste management	13
Waste management	15
8. Emissions	16
Total CO ₂ e emissions	16
9. Energy saving	17
10. Hazardous substances	19
SELECTION AND PURCHASE CRITERIA:	19
STORAGE:	20
USE:	20
WASTE, DISCHARGES AND EMISSIONS:	20
11. Safety and hygiene	21
12. Customer satisfaction	23
13. Labor and human rights	24
TRAINING 2024 - 25	28
14. Wildlife	30
15. Local community and social action	31
16. Commitment and support from our stakeholders	34

Commitment, goals and progress (communication to stakeholders)	34
17. Projects for 2024	37

1. Introduction

Hotel Son Bauló is aware of the importance of the natural environment for the industry. tourism in the Balearic Islands, for the local community and for the quality of life of the present and future generations. Therefore, in all improvements, investments, and decisions In the operations carried out by the establishment, the environmental variable occupies a place priority.

Our commitment to sustainability is not recent. Back in 1994, Hotel Son Bauló He was recognized with a **“World Award”** given by the tour operator **Thomson Holidays**, among others. all its hotels worldwide, in recognition of the initiatives developed to preserve the environment.

Since 2003, the hotel has followed a documented program of environmental improvements, initiated through the **Ecotur program**, with the objective of reducing, minimizing or eliminating those environmental impacts arising from our activity and contribute, to the extent of our possibilities, to the conservation and improvement of the natural environment.

In 2016, we began working with **Travelife**, a certification we obtained for 2018, 2019, and 2020. Unfortunately, due to the COVID-19 pandemic, the hotel remained closed for over a year, temporarily interrupting the monitoring and renewal process. Starting in 2022, we resumed our efforts to achieve a new Travelife certification, reinforcing our commitment to continuous improvement in environmental, social, and economic matters.

As in previous years, Hotel Son Bauló maintains the following commitments:

- We have a health and safety policy, and we work to ensure its implementation. compliance.
- We have a quality policy focused on continuous service improvement. • We are committed to our local community and to protecting our traditions.
- We are committed to our employees, with good working conditions responsible and with respect for human rights.

Furthermore, since 2022 we have incorporated new lines of work that strengthen our sustainability strategy:

- The development and implementation of a **Circularity Plan**, aimed at promoting a more responsible consumption, reducing waste and prioritizing products and local suppliers.
- The periodic preparation of a **Carbon Footprint Report**, as a first step towards measure, control and reduce our greenhouse gas emissions.
- The implementation of global protocols for crime prevention, including a **whistleblowing channel**.
- The development of a project to foster loyalty and stability among the hotel's human team.
- The addition of a new restaurant with a concept based on local tradition, local products and zero-kilometer consumption.
- Continuity in actions aimed at optimizing energy efficiency and to the responsible use of resources.

This document outlines the main efforts of Hotel Son Bauló since 2023 in progress in environmental protection, social responsibility, and continuous improvement. This includes: the actions and improvements implemented during 2023 and 2024, their monitoring, as well as part of the objectives and actions proposed for 2025 and subsequent years.

This report is complemented by indicators of consumption, waste, purchases, emissions and social performance data compiled in Travelife's tracking tables, which allow for the evaluation the evolution of the establishment and define new improvement objectives.

Signed:

Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026

2. Environmental and Sustainability Statement

The Hotel Son Bauló is a superior three-star beach holiday hotel, located
Located on the seafront, opposite Son Bauló beach, in Can Picafort, Mallorca.
Its privileged location, bordering a protected natural area, has been a defining feature from its beginnings.
a special sensitivity towards environmental protection and responsible management of
natural resources.

The establishment has 251 rooms equipped with a full bathroom, telephone,
Satellite television, refrigerator, air conditioning in summer and winter, as well as all the
Services typical of a hotel of its category. It has a buffet restaurant, a restaurant...
menu, two snack bars —one located in the pool area and another with service in the lounge and
terraces with beach views—, outdoor pool for adults, children's pool, games room, reading room, TV
rooms and common areas intended for rest and enjoyment
customers.

With a functional and organic architecture, the hotel stands out for the spaciousness of its
common areas, their integration with the environment and their direct sea views.

Hotel Son Bauló is a family business with over 55 years of history, founded in 1968, and now managed by
the third generation of the family. This continuity allows us to maintain a long-term vision based on
close relationships, responsibility, respect for the environment, and commitment to the local
community.

Our goal is to move towards a profitable, responsible, and sustainable business model, focused on
caring for people, protecting the environment, providing quality service, and continuous improvement. We
recognize the importance of the natural environment for the Balearic Islands' tourism industry, our
community, and our customers, and therefore integrate environmental considerations into our decisions,
investments, and operational processes.

This commitment is part of the hotel's history. Back in 1994, Hotel Son Bauló was recognized with a
"World Award" from **Thomson Holidays**, among all its hotels worldwide, in recognition of the initiatives
developed to preserve the
environment.

Since 2003, we have followed a documented program of environmental improvements, initiated through the **Ecotur program**, with the objective of reducing, minimizing or eliminating the environmental impacts resulting from our activity and contribute to the preservation and improvement of our natural environment.

In 2016 we began our work with **Travelife**, a certification we obtained for the years 2018, 2019 and 2020. As a result of the COVID-19 pandemic, the hotel remained closed for more than a year, which caused a temporary interruption in the process of Monitoring and renewal of certification. Starting in 2022, we resumed our work to the achievement of a new Travelife certification, reinforcing our commitment to the environmental, social and economic sustainability.

Since 2022 we have incorporated new lines of action that consolidate our strategy sustainability:

- The development of a **Circularity Plan**, aimed at promoting more sustainable consumption responsible, reduce waste, improve resource efficiency and prioritize local products and suppliers.
- The periodic preparation of a **Carbon Footprint Report**, as a tool for measure, control and reduce our greenhouse gas emissions.
- The implementation of global protocols for crime prevention, including a **whistleblowing channel**.
- The development of a project for customer loyalty, stability and improvement of working conditions human team.
- The addition of a new restaurant based on local tradition, the product of proximity and zero-kilometer consumption.
- Continuity in energy efficiency, operational efficiency and optimization projects of the use of resources.
- Strengthening our commitment to society, the local community and the corporate responsibility.
- The promotion of recurring training activities for staff in the area of sustainability, good environmental practices, quality, safety and responsibility social.



Hotel Son Bauló embraces sustainability as a continuous process of improvement. Therefore, we
We are committed to continuing to evaluate our performance and implementing corrective measures.
when necessary and setting realistic goals that allow us to move towards a
more responsible, efficient and environmentally friendly hotel management.

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Address of Hotel Son Bauló CB

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Date: 15/06/2026

3. Sustainability Program

The **Sustainability Program of the Hotel Son Bauló CB** is coordinated by the responsible team made up of **Antoni Moranta, Cristòfol Moranta, José Ángel Benito and Sebastiana Moranta**, with the involvement of the Management, the department heads and the entire human team of the establishment.

One of the main objectives of Hotel Son Bauló CB is to make the development of their tourism activity with environmental protection, respect for people, the social responsibility and the economic viability of the business. To this end, the hotel defines a sustainability policy and guidelines that inform its decisions, investments, internal procedures and continuous improvement objectives.

This program aims to improve the establishment's relationship with its natural, social and environmental surroundings. economic, integrating sustainability criteria into the daily management of the hotel and in the planning of future actions.

Lines of action

Hotel Son Bauló CB is committed to working in accordance with the following guidelines: performance:

- Comply with applicable legal requirements in environmental, social, labor, and health matters, security and protection of human rights.
- Protect the natural environment in which the establishment is located, paying special attention to attention to biodiversity and the protected natural area near the hotel.
- Respect and protect human rights, paying special attention to equality of treatment, non-discrimination, protection of minorities and vulnerable groups, and the prevention of any form of harassment, abuse or exploitation.
- Evaluate the environmental impacts of our activities, products and services, both current and future, in order to prevent pollution at its source, reduce negative impacts and make progress especially in reducing emissions from greenhouse gases.
- Review and periodically update the policy, objectives and actions in social, labor and environmental matters, taking into account the results obtained

in internal assessments, monitoring indicators and audits corresponding.

- To foster a greater sense of among employees, customers, and partners responsibility in relation to the environment, responsible consumption, saving of resources and environmental protection.
- Take the necessary measures to prevent spills, accidental emissions or any other incident that may negatively affect the environment, as well as collaborate with public authorities when necessary to minimize the impact of possible accidents.
- Provide customers with clear and appropriate information on good practices environmental issues related to the use of the facilities, hotel services and the responsible enjoyment of the destination.
- To make available to customers, employees, suppliers, the local community and others stakeholders the information needed to understand the main impacts of our activity and maintain an attitude of open and transparent dialogue.
- Promote an ethical and responsible culture through crime prevention protocols, the use of the whistleblowing channel and the continuous improvement of internal procedures.
- To strengthen the loyalty, stability and professional development of our human team, recognizing its fundamental role in service quality and actual implementation of the sustainability program.

Program Principles

The Sustainability Program of the Hotel Son Bauló CB is based on the following principles:

- Customer satisfaction through friendly, responsible, and high-quality service. • Efficient environmental management, especially in the use of water, energy, and resources. materials and other resources needed for hotel operations.
- Managing circularity through periodic analysis and diagnosis to identify opportunities for improvement, reduce waste, and optimize processes. • Protecting the hotel's reputation through honest, consistent, and responsible.

- Reducing waste by promoting an internal culture based on responsible use of resources and the progressive elimination of inefficient practices.
- Caring for the human team, fostering professional development, training, and talent management, equal opportunities and social inclusion.
- Adopting ethical behavior in relationships with employees, customers, suppliers, public administrations and the local community.
- Responsible profitability, understood as the ability to maintain a model of a viable business that generates long-term economic, social, and environmental value.
- The application and awareness of the **3Rs: reduce, reuse and recycle**, both in the internal hotel management as well as communication with clients and collaborators.

Hotel Son Bauló CB understands sustainability as a continuous and cross-cutting process, which It requires planning, measurement, participation, and constant review. Therefore, this program is It will be updated based on the results obtained, new regulatory requirements, and the Travelife criteria and the objectives defined by Management.

Signed:

Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026

4. Travelife Program in our company

Hotel Son Bauló CB works with **Travelife**, a program specializing in sustainability and responsible management for the tourism industry, with the aim of ensuring management aligned with our Sustainability Policy and with the principles of continuous improvement.

Travelife allows us to evaluate our environmental, social, and environmental performance in a structured way. labor and economic aspects, as well as identifying opportunities for improvement in the daily management of establishment. Their approach helps us review our internal practices, measure results, set goals and reinforce our commitment to a more sustainable tourism activity responsible.

The **Travelife** program consists of a set of basic requirements grouped into different categories that encompass, among others, the following areas:

- Annual evaluation, planning, and main policies. • Compliance with applicable legislation.
- Honesty, transparency, fairness and responsiveness.
- Engagement, support, and communication with stakeholders. • Sustainable procurement and purchasing. • Reduction of greenhouse gas emissions and protection of the environment. biodiversity.
- Prevention and minimization of the impact of crises or emergency situations.
- Animal welfare.
- Measurement and monitoring of environmental performance.

Since 2012, Hotel Son Bauló CB has also worked with **Preverisk**, a company specializing in consulting, auditing, and control in the areas of health, safety, sustainability, and regulatory compliance in the tourism sector. This collaboration helps strengthen our internal procedures, improve our monitoring of legal and technical requirements, and advance our shared goals of responsible management.

Key environmental and social factors

Hotel Son Bauló CB has a **Sustainability Policy** that outlines our Environmental, social, labor, and corporate responsibility commitments. This policy

It is communicated to employees, customers, suppliers and collaborators, in order to foster a common culture of sustainability and shared responsibility.

We also have an updated list of applicable legislation regarding environment, labor, human rights, occupational health and safety, and responsibility social, including regulations of the Autonomous Community of the Balearic Islands, of the State Spanish and European Union. This information serves as a basis for ensuring the legal compliance and guide our actions in the different departments of the hotel.

Monitoring these requirements is part of our management system and is reviewed periodically, with the aim of ensuring that our practices remain up to date and aligned with current regulations, Travelife's criteria and the commitments made by The Management.

Through Travelife, Preverisk and our own internal control mechanisms, the Hotel Son Bauló CB continues working to improve its performance and prevent negative impacts. Strengthen transparency and move towards more sustainable, safe and sustainable tourism management responsible.

Signed:

Address of Hotel Son Bauló CB
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Date: 15/06/2026

5. Comparison of annual consumption.

*This includes the months when the hotel is closed, during which [the following is done/ ... reforms.

*This is a summary of the totals consumed.

*Detailed information can be found in the Travelife EPIT tool. We use this database to extract information regarding our consumption.

5.1. Period analyzed and interpretation criteria

This summary includes the main environmental indicators of the Hotel Son Bauló CB for the period between May 2025 and April 2026.

During this period, several relevant circumstances must be taken into account for interpretation correctly the results:

- In previous years, an issue occurred with one of the hotel's two electricity meters due to reading errors by the electricity company. This issue was rectified through corrections in subsequent readings, which resulted in some consumption figures for the previous year appearing artificially reduced. For this reason, direct comparisons with previous years, especially 2024 and part of 2025, should be made with caution.
- In 2026, the hotel opened approximately two weeks earlier than usual. This implies that total annual consumption may be increased over a longer period of activity and for the fixed consumptions inherent to the start-up of the establishment.
- During the period analyzed, comprehensive reforms have also been carried out in a part of the company, especially at Bar Puput. These works have been able to generate a one-off increase in emissions and net emissions associated with materials, work of renovation, transport, construction waste, and commissioning of the new space. No However, this action should be interpreted as an investment in medium- and long-term improvements. long term, aimed at creating a more modern, efficient, sustainable and adapted space the needs of a local customer that the establishment previously could not meet attract with the same effectiveness.

- For all these reasons, consumption per overnight stay becomes more relevant than the comparison Exclusively based on absolute consumption. This indicator allows for performance assessment environmental in relation to the actual activity of the hotel.

During the period analyzed, **90,428 overnight stays** were recorded .

5.2. General comparison 2025-2026

The comparison between 2025 and 2026 should be interpreted with caution, given the available data The 2026 figures mainly correspond to the period of early opening and start-up of the hotel.

In 2025, the period with hotel activity and overnight stays was concentrated between May and October. During these months, **88,444 overnight stays** were recorded .

In 2026, within the analyzed period, only April shows activity with clients, with **1,984 overnight stays**. The months of January, February and March show consumption associated with maintenance, preparation, renovations or internal activity, but without overnight stays.

Therefore, the most useful comparison is not total annual consumption, but the behavior of the indicators by overnight stay.

Indicator	Season active 2025	April 2026	Interpretation
Overnight stays	88.444	1984	April 2026 corresponds to opening early arrival and lower occupancy.
Energy by overnight stay	13.12 kWh	31.18 kWh	It increases due to the weight of consumption fixed opening fees, renovations and minor occupation.
Water per night 0.21 m ³		0.55 m ³	It increases due to start-up and fewer stays.

Emissions by overnight stay	4.86 kg CO ₂ e	19.50 kg CO ₂ e	It is affected by low occupancy. initial, fixed consumption and work of reform.
Single-use plastics overnight use	0.31 units	0.00 units	No plastic purchases were recorded single use in April 2026.
High-calorie foods impact of overnight stay	0.33 kg	0.47 kg	Data conditioned by purchases initial and lower volume of customers.
Liquid dairy products by overnight stay	0.18 l	0.34 l	Data conditioned by initial and minor provisioning occupation.

This comparison confirms that the months of low occupancy, the start of the season, renovations, or Start-up shows higher indicators per overnight stay, since certain fixed hotel consumptions occur regardless of the number of guests staying.

Therefore, for future reviews it will be convenient to compare April 2026 with April 2027, as follows: such as the full 2026 season with the full 2025 season, once available equivalent data.

5.3. Energy and associated emissions

The total energy consumption recorded during the last 12 months was **1,281,405 kWh**, corresponding to electricity and gas.

The average annual consumption was **14.17 kWh per night**.

During the active season of 2025, energy consumption was **1,160,167 kWh**, equivalent to **13.12 kWh per night**. In April 2026, consumption was **61,868 kWh**, equivalent to **31.18 kWh per night stay**.

This increase in the overnight stay indicator should not be interpreted as a worsening, not directly from energy efficiency, but as a consequence of early opening, the lower initial occupancy, the existence of fixed consumptions necessary for the start-up of the hotel and the reforms carried out in a part of the company.

Total emissions associated with energy, water and waste over the last 12 months
They were **552,820.63 kg CO₂e**, equivalent to **6.11 kg CO₂e per night**.

Of these emissions:

- Energy: **461,254.41 kg CO₂e**.
- Water: **3,135.86 kg CO₂e**.
- Waste: **88,430.35 kg CO₂e**.

Energy continues to be the hotel's main source of environmental impact, so it maintains as a priority the improvement of energy efficiency, the control of consumption, the preventive maintenance of facilities and the study of new energy-saving measures and self-consumption.

5.4. Water

The total water consumption during the analyzed period was **21,046 m³**, equivalent to **0.23 m³ per night**.

During the active season of 2025, consumption was **18,952 m³**, equivalent to **0.21 m³ per overnight stay**. In April 2026, consumption was **1,086 m³**, equivalent to **0.55 m³ per overnight stay**.

The data for April 2026 should be analyzed taking into account the early opening, the lower occupancy and the initial consumption necessary for the preparation of the establishment, swimming pools, rooms, kitchen, common areas and technical services.

The hotel maintains measures to control and reduce water consumption, including regular monitoring, checking for possible leaks, water-saving systems, flow control, and raising awareness among customers and employees.

5.5. Waste

The total waste generation recorded during the period was **174,207 kg**.

This data should be interpreted with particular caution, since a significant portion of the waste appears recorded in months without overnight stays, especially between November and 2025 and April 2026. These records may be linked to one-off withdrawals, work of maintenance, regularization, end-of-season or beginning-of-season cleaning, renovations or accumulations outside the ordinary activity period.

During the months with hotel activity and overnight stays, the generation of waste
The recorded amount was **41.947 kg**, equivalent to **0.46 kg per night**.

A direct comparison between 2025 and April 2026 is not fully representative in waste matter, since April 2026 recorded **29,791 kg**, a high figure in relation to overnight stays for the month. Therefore, it is recommended to internally document the origin of this data to facilitate its explanation during an audit.

The hotel prioritizes the proper separation of waste, the appropriate management of used oils, glass, paper, cardboard and other specific waste, as well as the reduction of waste at the source through responsible purchasing, reduced packaging and reuse of materials.

5.6. Foods with the greatest environmental impact

During the analyzed period, the purchase of **30,312.62 kg** of higher-quality food was recorded. Environmental impact, corresponding to meat, fish, and solid dairy products. In addition, They registered **16,522.50 liters** of liquid dairy products.

The main breakdown was as follows:

- Meat: **16,807.77 kg**.
- Fish: **8,491.02 kg**.
- Solid dairy products: **5,013.83 kg**.
- Liquid dairy products: **16,522.50 liters**.

During the active season of 2025, the average consumption was **0.33 kg of high-quality food. impact per overnight stay** and **0.18 liters of liquid dairy products per overnight stay**.

In April 2026, the average consumption was **0.47 kg of high-impact foods per overnight stay** and **0.34 liters of liquid dairy products per overnight stay**.

This relative increase is explained by the lower number of overnight stays and by the initial supplies typical of the season opening. Therefore, it will need to be reviewed new at the close of the 2026 season to obtain a more balanced comparison.

As an improvement measure, the hotel will continue working on a purchasing plan adjusted to actual occupancy, reduction of food waste, incorporation of product local and seasonal, and review of alternatives with less environmental impact whenever they are viable at the operational, health, economic and customer satisfaction levels.

5.7. Environmentally hazardous substances

During the last 12 months, the purchase of **10,087.50 kg** and **4,385.25 liters** of substances classified as environmentally hazardous was recorded .

These purchases are concentrated in the months of hotel activity in 2025. In the months of January to April 2026, no purchases are recorded in the analyzed Excel file.

These products are primarily linked to operational needs such as cleaning, hygiene, maintenance, swimming pool, kitchen, or other essential hotel services.

The hotel is committed to continuing to monitor its use through:

- Correct dosage.
- Staff training. • Secure storage. • Maintenance of technical and safety data sheets. • Gradual replacement with lower-impact alternatives where possible. • Periodic review of consumption and suppliers.

5.8. Single-use plastics

During the analyzed period, the purchase of **26,995** single-use plastic units was recorded. use.

All purchases recorded correspond to months of activity in 2025. In April 2026 There are no records of purchases of single-use plastics.

During the active season of 2025, the indicator was **0.31 units per overnight stay** . In April 2026, the indicator was **0.00 units per overnight stay**.

This data reflects a positive trend in the reduction of single-use plastics, although It should continue to be used throughout the 2026 season to confirm the trend.

The hotel has progressively eliminated most single-use plastic packaging. such as the water bottles that were previously used in different areas of the establishment. Currently, its use is limited to specific situations where there are operational, health or risk prevention reasons, such as certain areas of pool.

As an improvement objective, the hotel will continue to review the consumables used in rooms, restaurant, bar, kitchen, cleaning, pool and offices, in order to progressively reduce unnecessary plastics and prioritize reusable, refillable, recyclable or lower impact alternatives.

5.9. Renovation of the Puput Bar and improvement of the space

During the period analyzed, comprehensive renovations have been carried out at Bar Puput, a space linked to the company's activity that has been renewed to better adapt to the current needs of the client and the local environment.

This reform may have generated a specific environmental impact, especially in the form of emissions, net emissions, construction waste, transport of materials and associated consumption to the launch of the new space.

However, the project is considered a strategic investment for improvement. The purpose of the renovation has involved transforming an existing space into a more modern, efficient premises. sustainable and attractive, better able to meet the needs of the local customer, favor the activity for more months of the year and contribute to the revitalization of the area.

Therefore, although the reform may have temporarily increased emissions of This period is considered a measure of environmental, social and economic improvement in the medium and long term. term.

5.10. Conclusions of the period

Analysis of the last 12 months shows the main environmental impacts of the hotel They focus on energy consumption, associated emissions, and water consumption in peak season, waste generation and the purchase of certain high-cost products impact.

The comparison between 2025 and 2026 should be interpreted taking into account that 2026 does not yet have a full, comparable season within the analyzed period. April 2026 corresponds to an earlier opening, with a lower volume of overnight stays and with fixed costs typical of the hotel's start-up.

It is also important to consider the historical impact on one of the electricity meters and the subsequent regularization of readings by the company, which may distort comparisons with previous years, especially with 2024 and part of 2025.

Furthermore, the renovations carried out at Bar Puput have resulted in a one-off environmental impact associated with the construction and renovation process. However, the purpose of this action has been to transform an existing space into a more sustainable, modern and attractive premises, better able to meet the needs of the local customer and contribute to the revitalization of the area.

Therefore, the hotel considers it a priority to strengthen monitoring of overnight stays, in addition to tracking absolute consumption. This approach allows for a more accurate view of the actual activity of the establishment and facilitates comparison with future exercises.

Over the next 12 months, Hotel Son Bauló CB will continue working on:

- Improve energy efficiency and analyze new opportunities for reduction consumption.
- Maintain monthly monitoring of energy, water, waste, emissions, plastics, hazardous substances and high-impact foods.
- Compare April 2026 with April 2027 and the entire 2026 season with the current season 2025 complete.
- Review waste generation and improve the traceability of recorded data.
- Reduce the use of single-use plastics when viable alternatives exist.
- Optimize food purchases and reduce food waste.
- Strengthen staff training and awareness.
- Use environmental data as a basis for setting realistic and measurable goals continuous improvement.

Signed:

Address of Hotel Son Bauló CB
Sebastiana Moranta

Date: 15/06/2026

6. Waste management

6.1. Responsible waste management

Hotel Son Bauló CB works to reduce the amount of waste generated in its daily activity and manage it responsibly, prioritizing reduction at source, reuse, selective separation and recycling.

Our goal is to minimize the environmental impact associated with waste, improve the traceability of its management, and progressively move towards a more circular model.

6.2. Waste evolution

During the period **May 2025 - April 2026**, the total amount of solid waste recorded was of **174.207 kg**.

This data should be interpreted with caution, as during this period there have been extraordinary circumstances affecting the comparison:

- Early opening of the hotel in 2026.
- Start-up work before the usual start of the season.
- Comprehensive renovations in part of the company, especially in the Puput Bar.
- Possible one-off removals, accumulations or regularization of waste outside of season.
- Waste records in months without overnight stays.

For this reason, although the total annual figure increases compared to the previous period, it should not be interpreted solely as an ordinary increase in waste derived from the activity regular hotel guest.

Period	Registered waste
2025-2026	174.207 kg
2024-2025	63,428.78 kg

2023-2024	209.983 kg
2022	124.212 kg

Evolution:

- **174.6%** increase compared to 2024-2025, conditioned by reforms, waste off-season and extraordinary records.
- Reduction of **17.0%** compared to 2023-2024.
- **40.3%** increase compared to 2022.

During the months with hotel activity and overnight stays, the recorded generation was **41,947 kg**, equivalent to **0.46 kg per overnight stay**.

As an improvement for future years, the differentiation between ordinary hotel operating waste, maintenance waste, renovation waste, and removed waste will be strengthened. out of season, in order to facilitate a more accurate and auditable comparison.

6.3. Emissions associated with waste

During the period analyzed, emissions associated with waste were **88,430.35 kg CO₂e**.

These emissions are part of the hotel's total emissions, which amounted to **552,820.63 kg CO₂e** in the period May 2025 - April 2026.

Waste generation and its associated emissions have been affected by the reforms carried out, especially in Bar Puput. Although these actions have generated a Specific impacts include investments aimed at modernizing facilities, improving space efficiency, and creating a more sustainable premises adapted to the needs of the local customer.

6.4. Measures implemented

To reduce and properly manage waste, the hotel applies the following measures:

- We separate recyclable and reusable waste whenever possible.
- We recycle used oil through authorized managers.
- We have containers for paper, glass, packaging and plastics.
- We have containers for batteries and plastic caps at reception.
- We treat and recycle cardboard packaging.
- We manage hazardous, chemical or toxic waste separately and through authorized organizations or managers.
- We have a special protocol for the disposal of hazardous waste.
- We have cleaning protocols aimed at reducing waste and optimizing use of products.
- We use specific containers for recyclable waste in the areas corresponding.
- We provide training to our teams on recycling and waste management waste.

6.5. Reduction of single-use plastics and packaging

The hotel has implemented various measures to reduce the use of plastics and packaging unnecessary:

- We have eliminated the widespread use of plastic water bottles, keeping them only in specific situations where there are operational, health or risk prevention.
- We have paper and cloth bags available at reception to avoid the use of plastic bags.
- We have removed single-use welcome products from the rooms.
- We have eliminated plastic drinking straws.
- We have eliminated approximately 95% of single-serving packets in bars and restaurants of sauces and condiments.

- We avoid unnecessary packaging, such as individual portions, except where there are hygienic-sanitary reasons.
- We prioritize the purchase of beverages in larger volume formats, such as bag-in-box, versus individual bottles.
- We buy fruit and vegetables in reusable boxes whenever possible.
- We deliver laundry to customers in baskets or cloth bags instead of plastic bags.
- We have eliminated approximately 80% of the plastic curtains from the rooms, replacing them with glass partitions, reducing plastic waste and the use of detergents for cleaning.

6.6. Reuse and circular economy

Since 2023, the hotel has been working on implementing a Circularity Plan that includes new waste management measures, reuse of materials and reduction of consumption unnecessary.

Among the reuse measures, the following stand out:

- Policy for reusing beach mats and other beach items left by customers. • Book exchange and second life library, collecting books that customers
They leave them in rooms or at reception and make them available to other guests in a quiet area of the hotel.
- Reuse of materials whenever feasible, safe and compatible with quality of the service.
- Reduction of unnecessary purchases through better internal planning.

6.7. Reduction of chemicals and associated waste

The hotel implements measures to reduce the use of chemicals and the waste generated from them. its use:

- We use an ozone machine for pool cleaning, reducing the use of chemical products and their residues in water.
- We use eco-friendly soap in the rooms.
- We prioritize products and systems that reduce environmental impact, provided they are viable and meet the hygiene and sanitation requirements.
- We maintain technical and safety data sheets for the products used.
- We control the dosage and storage of chemical products.

6.8. Information and awareness to customers

We inform our customers, both in the room directory and on the panels.

Reception information sheets, on how they can help minimize waste.

Awareness messages include:

- Avoid, whenever possible, the use of plastic bags and bottles.
- Do not leave trash on the beach or in the water.
- Take special care with cigarette butts and plastics, due to their impact on the environment natural.
- Reuse towels whenever possible, reducing washes, water consumption, energy and detergents.
- Respect the beach, the sea and the surrounding natural spaces.

6.9. Sectoral collaboration

Hotel Son Bauló CB actively participates in collective initiatives to improve the management of waste in the tourism sector.

Among them:

- Presentation, through the Mallorca Hotel Federation, of a proposal to
Incentives for recycling and waste minimization based on the principle "whoever recycles the most
"The more waste you produce, the more you pay."
- Collaboration, through the Mallorca Hotel Federation, in carrying out a
General Waste Management Plan.

6.10. Digitization and paper reduction

The hotel continues to advance in the digitization of processes to reduce the use of paper.

Our booking and billing system is mostly electronic, which allows
reduce paper consumption and waste associated with administrative management.

6.11. Improvement objectives

The main objectives regarding waste are:

- Maintain and improve selective waste separation.
- Reduce ordinary waste generated by overnight stays.
- Better differentiate ordinary waste from waste generated by renovations, maintenance, or extraordinary withdrawals.
- Increase recycling and study new composting possibilities.
- Continue reducing single-use plastics.
- Improve the documentary traceability of the removed waste.
- Strengthen staff training in waste management.
- Continue raising customer awareness about reduction, reuse, and recycling.
- Prioritize purchases with less packaging, reusable containers, or larger formats volume.
- Continue making progress in the implementation of the Circularity Plan.



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Date: 15/06/2026

7. Emissions

The amount of solid waste generated has been drastically reduced by almost 70% compared to last year, and 49% compared to 2022. This reflects a very significant advance positive in reducing, reusing and recycling materials.

Objective: To maintain low levels of waste generation, increase composting and recycling, and making progress in eliminating single-use plastics.

Emissions

A 22.1% reduction in total **CO₂e** emissions has been achieved compared to the previous year. past and 15.5% compared to 2022.

Objective: To continue reducing emissions through energy efficiency, better separation of waste and prioritization of local and sustainable suppliers.

Coal, gasoline, and, to a lesser extent, natural gas combustion produce carbon dioxide (CO₂) emissions, a major contributor to the greenhouse effect. Our goal is to continue reducing pollution and CO₂ emissions from our activities by:

- The use of less polluting and more efficient systems whenever we have to change equipment and machinery.
- Replacement of diesel boilers and other equipment with natural gas.
- I support the recycling of solid waste, avoiding the manufacture of new materials and their consequent increase in greenhouse gases.
- We conduct an annual study on our carbon footprint.

Total CO₂e emissions

- **2024-2025:** 392,361.60 kg
- **2023-2024:** 503,607.46 kg

- **2022:** 464,291.51 kg

Evolution:

- Reduction of **22.1%** compared to last year.

Reduction of **15.5%** compared to 2022.

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Sebastiana Moranta

Date: 15/06/2026

9. Energy saving

Hotel Son Bauló CB works continuously to progressively reduce its energy consumption, both in the form of electricity and fuels, through the implementation of technical improvements, operational efficiency measures, renovation of facilities and awareness actions aimed at employees and customers.

Reducing energy consumption is part of our commitment to sustainability, resource efficiency, and reducing greenhouse gas emissions.
associated with our hotel business.

Measures implemented to reduce energy consumption

Over the past few years, Hotel Son Bauló CB has implemented various measures aimed at
Improve the energy efficiency of the establishment:

- Complete replacement of conventional lighting with **LED and low-energy** lighting
consumption.

- Replacement of oil boilers with **natural gas systems**, promoting the use of a cleaner and more efficient energy source.
- Limiting lights on balconies only to rooms facing the street, with the dual objective of reducing energy consumption and avoiding light pollution, especially relevant due to the hotel's proximity to a protected natural area.
- Installation of solar lighting in terrace areas.
- Automatic shut-off of air conditioning in rooms when guests open doors or windows, avoiding unnecessary losses of air conditioning and energy consumption.
- Centralized control of the air conditioning system.
- Time-based regulation of air conditioning use, allowing it to be switched off during several hours a day when temperature conditions permit.
- Gradual replacement of air conditioning equipment with more efficient models.
- Use of solar energy for terrace and pool showers.
- Installation of card systems in rooms, so that the lights and electrical appliances are switched off when the customer leaves the premises.
- Replacement of room minibars with small, low-efficiency refrigerators.
- Replacement of the dishwasher's electric heater with a gas-powered system.
- Buffet renovation, replacing hot tubs with electric heating elements with more efficient ceramic hob systems, as well as replacement of old tracks.
- Window renovation through the installation of double glazing, reducing thermal losses and improving the efficiency of air conditioning.
- Use of a dedicated alternator to manage peak electricity consumption. • Review and optimization of the electrical installation during the 2024-2025 and 2025-2026 winter seasons.

Raising awareness among customers and employees

Hotel Son Bauló CB considers the involvement of customers and employees to be fundamental to achieve an effective reduction in energy consumption.

Therefore, we inform our customers, both in the information available in the rooms as on the information panels at reception, about how they can contribute to minimizing the Energy consumption during your stay. The recommendations provided include:

- Turn off heating and air conditioning thermostats when they are not needed.
If they open the balcony door, it deactivates.
- Turn off the lights and television when leaving the room. They turn off automatically when you leave with your card automatically.
- Use air conditioning systems responsibly.

The hotel also has a **code of good environmental practices** aimed at its employees. Staff are periodically reminded, through internal circulars, operational signage and communications, the importance of turning off lights, equipment and machinery when they are not in use.

Monitoring and objectives

The hotel's energy consumption is monitored through regular tracking of data electricity and fuels. This data allows us to evaluate consumption trends, detect deviations, identify opportunities for improvement, and set new efficiency targets.

Once the comparative data collection is complete, this section will be supplemented with the corresponding Travelife indicators, including:

- Annual electricity consumption.
- Annual gas consumption. •
- Energy consumption per stay or overnight stay. • Comparison between years. • Evolution of emissions associated with energy consumption.

General objective: to continue reducing the establishment's energy consumption through the optimization of facilities, the progressive renewal of equipment, the improvement of internal procedures and the awareness of customers and employees.

10. Hazardous substances

Hotel Son Bauló CB applies criteria for prevention, control and risk reduction in the use, storage, handling and disposal of hazardous substances, with the objective of to protect the health of customers and employees, prevent environmental impacts and ensure the compliance with applicable regulations.

The hotel has technical data sheets and safety data sheets for the products used. may contain toxic, harmful, flammable, corrosive, irritating, explosive or hazardous to the environment. These fact sheets allow you to learn about the risks associated with each one. product and establish appropriate protection, storage and use measures.

Measures applied

Among the measures implemented by Hotel Son Bauló CB, the following stand out:

- Use of an ozone machine for pool cleaning, with the aim of reducing the use of certain chemical products.
- Availability of technical data sheets and safety data sheets for products with potential risks to health or the environment.
- Implementation of a specific protocol for the use of hazardous substances.
- Staff training in the correct handling, storage, dosage and use of this type of product.
- Use of eco-friendly soap in the rooms.
- Communicating with customers to encourage the reuse of towels, reducing washings unnecessary and the use of detergents.
- Elimination of chemical fertilizers in gardening.
- Management of fluorescent tubes, light bulbs and other special waste through companies specialized for its proper recycling, such as Ferrimet.
- Application of prevention criteria, risk minimization and good practices in all departments that use chemical products.

Selection and purchase criteria

When acquiring products that may contain hazardous substances, the hotel applies the following criteria:

- Request technical advice when necessary.
- Prioritize non-hazardous products or, when that is not possible, choose the least harmful ones.
- Buy only the amount needed to avoid waste.
- Read and check the label before purchasing the product.
- Check the suitability of the product for its intended use.
- Avoid, whenever possible, the use of aerosols, especially those of corrosive nature.
- Replace hazardous products with less aggressive alternatives, such as neutral soaps, eco-friendly cloths or other lower-impact products.

Storage

To ensure the safe storage of hazardous substances, the hotel applies the following measures:

- Reading and storing the safety information for each product.
- Maintaining an up-to-date inventory.
- Separation of hazardous products, such as toxic or flammable products, from non-hazardous products not dangerous.
- Avoid excessive stacking of boxes or containers. • Keep products away from heat sources, sparks, electrical outlets, drains, and sewers.
- Protect products from direct sunlight.
- Keep all containers properly closed.

Use and handling

During the use of hazardous substances, good practices are applied to reduce risks:

- Always read and respect the mandatory label of hazardous products.
- Do not mix products unless expressly instructed by the manufacturer.
- Do not transfer to unlabeled containers.
- Dosage the products correctly.
- Close the containers properly after each use.
- Avoid spills, residues or losses during application.

- Use personal protective equipment when necessary.
- Handle the products with care, avoiding bumps, sudden movements or misuse inadequate.

Waste, spills and emissions

Hotel Son Bauló CB applies criteria for proper management of waste, spills and emissions associated with the use of hazardous substances:

- Separate waste correctly.
- Do not burn or bury containers or waste.
- Avoid uncontrolled liquid spills.
- Properly manage hazardous waste through authorized companies.
- Prevent the release into the atmosphere of substances that may degrade the quality of air or affect the ozone layer.

Monitoring and continuous improvement

The hotel regularly reviews its practices related to the use of hazardous substances, with the aim of reducing risks, replacing products with less impactful alternatives, and strengthening staff training.

General objective: to minimize the use of hazardous substances, prioritize safer and more sustainable products, ensure responsible handling and guarantee the proper management of waste derived from these products.

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Sebastiana Moranta

Date: 15/06/2026

11. Safety and hygiene

Hotel Son Bauló CB strictly applies a **Hygiene, Health and Safety** program **Food industry** focused on ensuring the safety of its customers, employees and collaborators, as well as the proper development of the activity in all areas of the establishment.

This program specifically covers food safety, in accordance with regulations current, applicable international standards and internal procedures defined by the hotel. Its main objective is to prevent risks and guarantee hygienic and sanitary conditions. adequate and ensure that all processes related to receiving, storing, Food handling, preparation and service are carried out safely.

To reinforce compliance with this system, the hotel conducts **monthly audits of Hygiene and safety**, carried out by **Preverisk**, an external company specializing in control health, food safety, prevention and regulatory compliance in the tourism sector. These audits allow verification of the correct application of procedures, and detection identify possible deviations and apply corrective measures when necessary.

HACCP Plan

Hotel Son Bauló CB has a Hazard Analysis and Critical Control Points system , **known as HACCP in English** . This system allows Identify, assess, and control significant risks that may affect security food.

The hotel's HACCP plan includes, among other things, the following aspects:

Premises, facilities, equipment and water

The hotel has the infrastructure, facilities and equipment necessary for the proper development of food activity. The principle of "**forward movement**" is applied. organizing the processes from dirty areas to clean areas, in order to avoid cross-contamination.

Likewise, special attention is paid to the proper maintenance of the facilities, to the correct use of equipment and control of the quality of water used in the establishment, both for consumption as well as for cleaning, preparation and service processes.

Supplier control

The origin, traceability, and sanitary safety of raw materials are monitored. food products and materials intended to come into contact with food.

The hotel works with identified and authorized suppliers, ensuring they comply with the applicable legal and health requirements. This control ensures that the products received meet the appropriate conditions of quality, safety and hygiene before being incorporated into the hotel's internal processes.

Cleaning and disinfection

Hotel Son Bauló CB has specific cleaning and disinfection procedures for the different areas, surfaces, equipment and utensils related to food activity.

These procedures are intended to eliminate dirt, control waste, and reduce to acceptable levels the presence of microorganisms that may contaminate food or affect the safety of customers and employees.

Pest control

The hotel has preventative measures in place to avoid the presence of animals considered Pest control in the facilities. These measures include regular inspections and monitoring. documentary and corrective actions in case of detection.

The aim is to prevent health risks, protect handling areas and food storage, and ensure adequate hygienic conditions throughout the establishment.

Food handling

The hotel guarantees that people involved in food handling processes receive the necessary training in hygiene and food safety.

This training enables employees to understand the risks associated with their work. Apply the established procedures correctly and maintain good practices in your daily work, especially in aspects such as personal hygiene, temperature control, prevention of cross-contamination, safe storage and proper handling of food.

Monitoring and continuous improvement

The safety and hygiene system of the Hotel Son Bauló CB is reviewed periodically by Internal controls, external audits, and incident tracking. When they are detected Deviations are identified, and corrective and preventive measures are established in order to reinforce the safety, improve procedures and ensure compliance with required standards.

In this way, the hotel maintains a permanent commitment to food safety, hygiene of its facilities and the protection of the health of customers, employees and others people linked to the activity of the establishment.

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Sebastiana Moranta

Date: 15/06/2026

12. Customer satisfaction

Customer satisfaction is one of the main objectives of Hotel Son Bauló CB

Our aim is to offer a pleasant, safe and high-quality stay, based on the closeness, personalized attention and continuous improvement of our services.

To achieve this, we consider the role of our team to be fundamental. The employees They are an essential part of the customer experience, as they maintain direct contact and Daily interactions with guests in the various hotel departments. Their professionalism, Friendliness and responsiveness contribute significantly to the perception of quality of the establishment.

Hotel Son Bauló CB maintains an active attitude of listening to its customers, with the The aim is to understand your needs, expectations, suggestions, and any issues you may encounter during your stay. To achieve this, we use various communication and monitoring channels:

- Our own satisfaction questionnaires.
- Comments received during the stay.
- Direct handling of complaints and suggestions. •
- Ratings and comments on social media and online platforms. • Evaluations made by tour operators. • Monitoring of internal quality standards. • Direct communication between clients, reception, department heads, and

Address.

The information received through these channels is analyzed in order to detect

We identify opportunities for improvement, correct any deviations, and reinforce the aspects most valued by our customers. This process allows us to progressively adapt our services, maintain a close relationship with our guests, and respond more effectively to their expectations.

Complaints and suggestions are handled systematically, with every effort made to provide a timely and appropriate response whenever possible. When recurring issues or areas for improvement are identified, they are forwarded to the relevant departments for evaluation of corrective measures, operational changes, or further training initiatives.

The hotel also monitors satisfaction levels measured by both the tour operators as well as the establishment's own systems. These indicators tell us They help to evaluate the evolution of the customer experience and to establish priorities within our continuous improvement process.

Ratings from leading tour operators:

General summary of tour operator scores

Indicator	Result
Hotel	Hotel Son Bauló
Accommodation code	AC5262827
Market analyzed	All markets / UK&I
Number of responses	1.031
Overall accommodation rating 8.85	
Hotel objective	8.81
Result versus objective	+0.04

Overall score from previous year	8.72
Year-on-year change	+1.49%

Ratings by area

Area evaluated	Punctuation
Staff service	9.32
Hotel cleaning	9.05
Room condition	8.70
Attention to families / children	9.04
Food and drink	8.78
Daytime activities	8.50
Nighttime entertainment	8.80

Swimming pool and pool area	8.81
Wi-Fi	8.52
Respect for the environment	9.12
Accuracy of the description of content	8.91

Reading the results

Featured	Result
Top-rated area	Staff service: 9.32
Second highest rated area	Respect for the environment: 9.12
Third highest rated area	Hotel cleanliness: 9.05
Area with greater margin of improvement	Daytime activities: 8.50

Goal achievement	The hotel exceeded the target by +0.04 points
Evolution compared to the previous year:	The overall score improves by +1.49%

Reading the results

Department / Area evaluated	Average
Hotel in general	89.40
Hygiene Control	93.18
Reception	93.24
Rooms	82.84
Cleaning	89.00
Maintenance	87.02
Dining room	90.75

Breakfast	89.14
Dinner	85.42
Bar	91.40
Pool Bar	88.54
Snack Bar	88.60
Baulina	91.00
Children's facilities	85.95
Pool and Terraces	86.75
Rep	84.92
Wifi	75.85
Environmental care	85.85

Beach	86.69
Town	88.29
Price	88.37
Nighttime entertainment	85.50
Animator	93.92

Reading internal results

Featured	Result
Top-rated area	Animator: 93.92
Second highest rated area	Reception: 93.24
Third highest rated area	Hygiene Control: 93.18
Area with greater margin of improvement	Wifi: 75.85

Hotel average	89.40
Areas above 90 points: Hygiene Control, Reception, Dining Room, Bar, Luggage Room and Animator	

Customer satisfaction is directly linked to our quality and sustainability policy. Therefore, we strive to ensure that our guests' experience aligns with the hotel's values: respect for the environment, personalized service, safety, cleanliness, social responsibility, and commitment to the local community.

General objective: to maintain and improve customer satisfaction levels through active listening, effective management of complaints and suggestions, continuous staff training and periodic review of services offered.

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Date: 15/06/2026

13. Labor and human rights

Hotel Son Bauló CB understands that the sustainability of a tourist establishment does not depend not only on environmental management, but also on respect for people, the protection of labor and human rights, equal opportunities and the creation of a safe, dignified and responsible work environment.

In the tourism and hospitality sector, people are an essential part of the business. quality of service, customer satisfaction and the smooth operation of the establishment They depend directly on the commitment, professionalism, and well-being of the human team. Therefore, the hotel considers it a priority to guarantee adequate working conditions. to promote mutual respect and prevent any situation of discrimination, abuse, harassment or mistreatment unfair.

Hotel Son Bauló CB always operates within the framework of the **collective agreement applicable to sector**, as well as under current labor, social, health and human rights legislation at the local, regional, and national levels. This framework regulates our labor relations and provides guidance our actions regarding recruitment, working hours, rest periods, remuneration, and prevention occupational risks, equality, health and safety.

Our commitment is based on regulatory compliance, but also on responsible people management, promoting a work environment based on trust, stability, internal communication and professional development.

Main commitments

Hotel Son Bauló CB assumes the following commitments regarding labor rights and humans:

- Strictly comply with applicable labor, social, health, and other legislation security and human rights.
- Apply the collective agreement corresponding to the hospitality sector, ensuring that working conditions comply with current regulations.
- Guarantee dignified, fair and equal treatment to all people who are part of the company.

- To promote professional development, continuing education and improvement of skills of the human team.
- Prevent any form of discrimination based on sex, age, origin, nationality, religion, sexual orientation, disability, personal status or any other social or personal circumstance.
- To promote equality between men and women and contribute to overcoming social prejudices or situations of inequality.
- Maintain an anti-discrimination policy and respect for diversity.
- Implement a rigorous health and safety policy, with the aim of protecting both employees and customers.
- Promote a work environment based on respect, coexistence, responsibility and collaboration between departments.
- Provide special protection to minors, vulnerable people and groups who may require specific attention.

Measures and tools implemented

To reinforce these commitments, Hotel Son Bauló CB has various internal policies, protocols and mechanisms:

- Anti-discrimination policy aimed at promoting equal treatment and opportunities.
- Inter-institutional protocol for the detection, prevention, and response to gender-based violence.
- Code of conduct, behavior, and hygiene for all staff.
- Child protection protocol.
- Reporting channel for reporting potential breaches, irregular conduct, or situations that require investigation.
- Workplace well-being coordinator.
- Complaints and suggestions system.
- Occupational risk prevention procedures.
- Training and awareness-raising activities for staff.

Employee well-being and team loyalty

One of the distinguishing values of Hotel Son Bauló CB is the loyalty of its human team. Many employees maintain a stable and long-term employment relationship with the company, which contributes to strengthening service quality, customer knowledge, and the transmission of internal values and the continuity of the hotel's family model.

Management believes that caring for the human team is an essential part of sustainability business. Therefore, efforts are being made to improve internal communication, listen to the staff needs, address suggestions, prevent conflicts and foster an environment safe, professional and respectful work environment.

The hotel also promotes staff training in subjects related to sustainability, safety, hygiene, customer service, risk prevention, the equality and good labor practices.

Prevention, communication and continuous improvement

Hotel Son Bauló CB maintains a proactive approach to any situation that could affect labor rights, the dignity of individuals, or the safety of the environment.
job.

Internal communication channels, the complaints and suggestions system, the reporting channel, and the role of the employee well-being coordinator make it possible to detect potential incidents, analyze them, and apply corrective measures when necessary.

Our goal is to continue moving towards a people management model based on legal compliance, business ethics, equality, job stability, health, safety and respect for human rights.

General objective: to guarantee compliance with labor and human rights in all areas of the hotel, reinforcing equal treatment, risk prevention, protection of vulnerable groups, internal communication and the well-being of the human team.

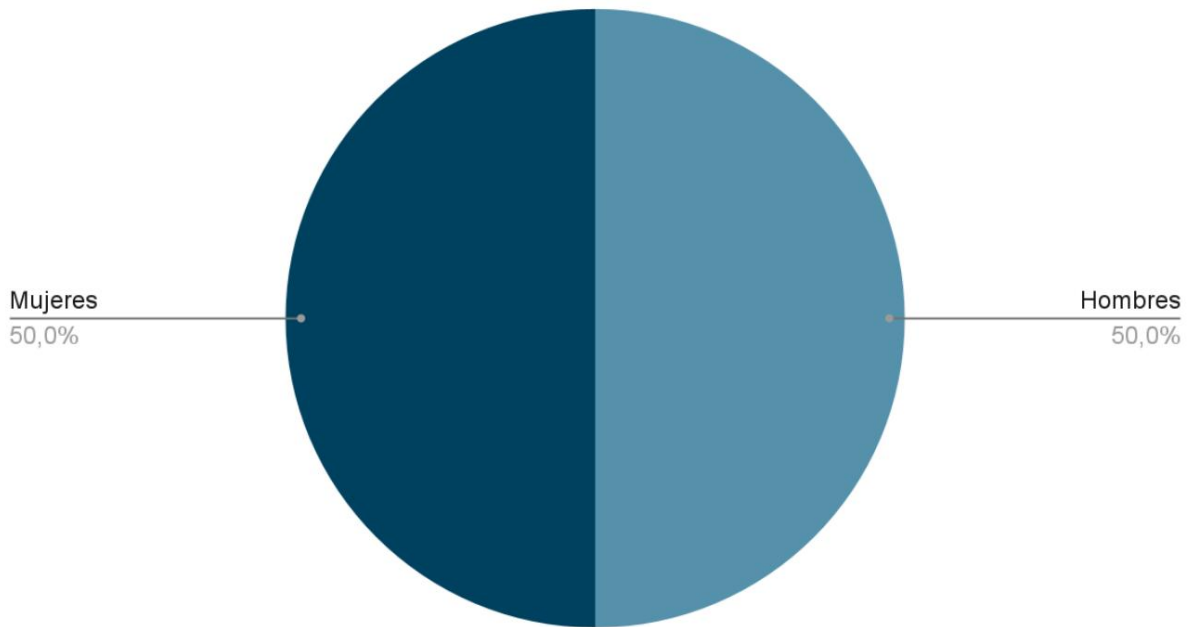
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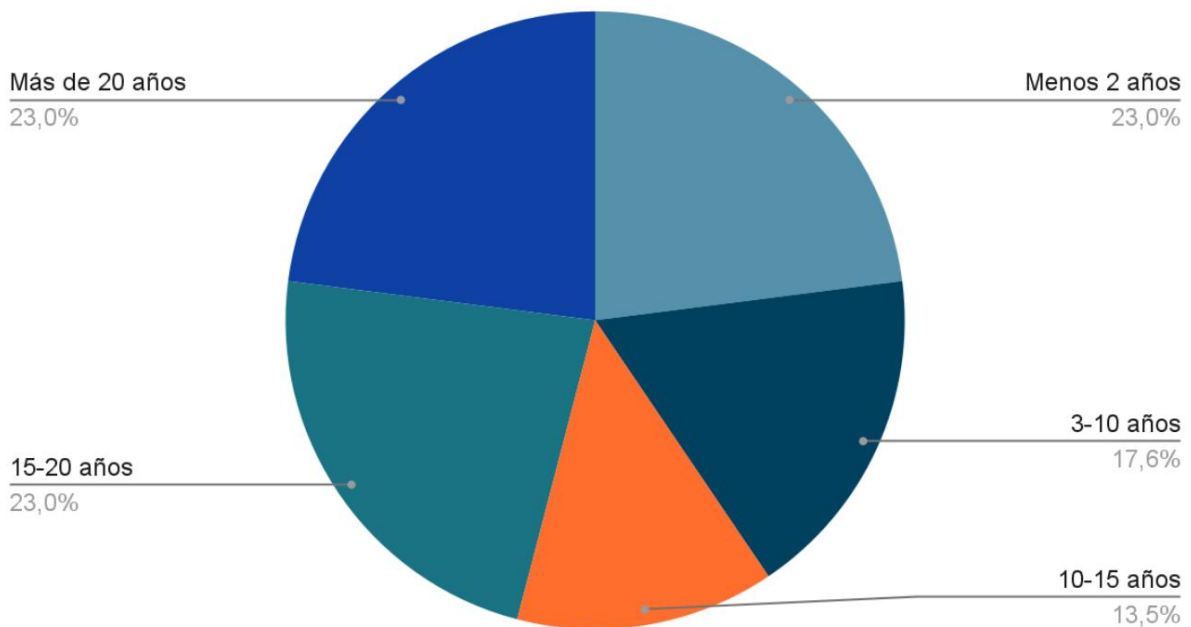
Sebastiana Moranta

Date: 15/06/2026

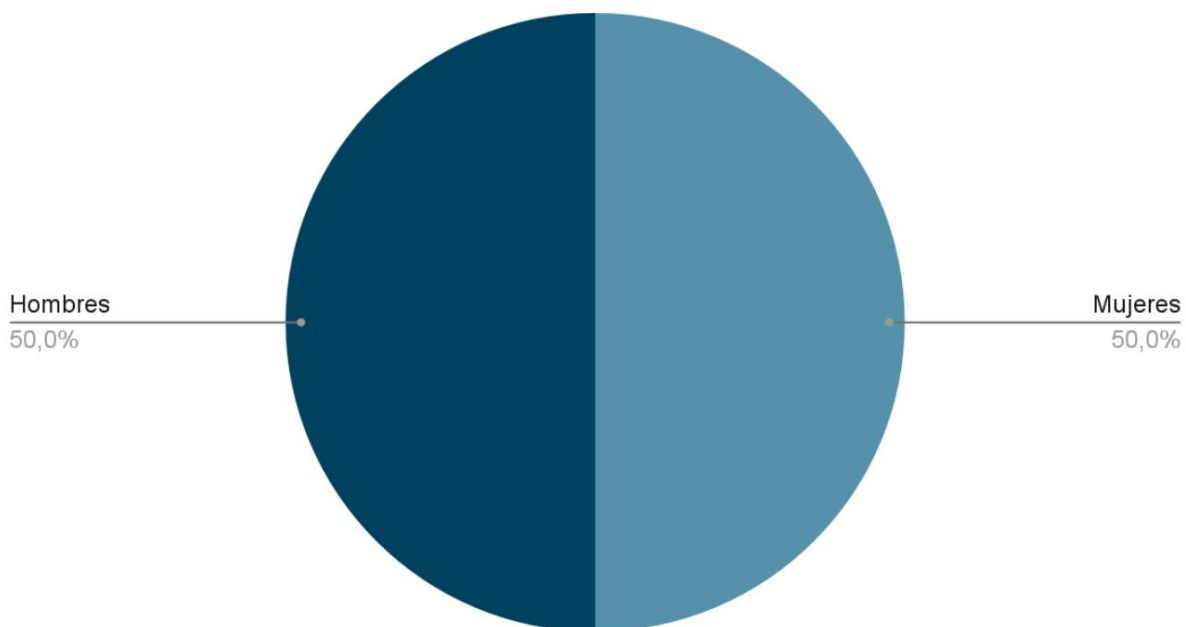
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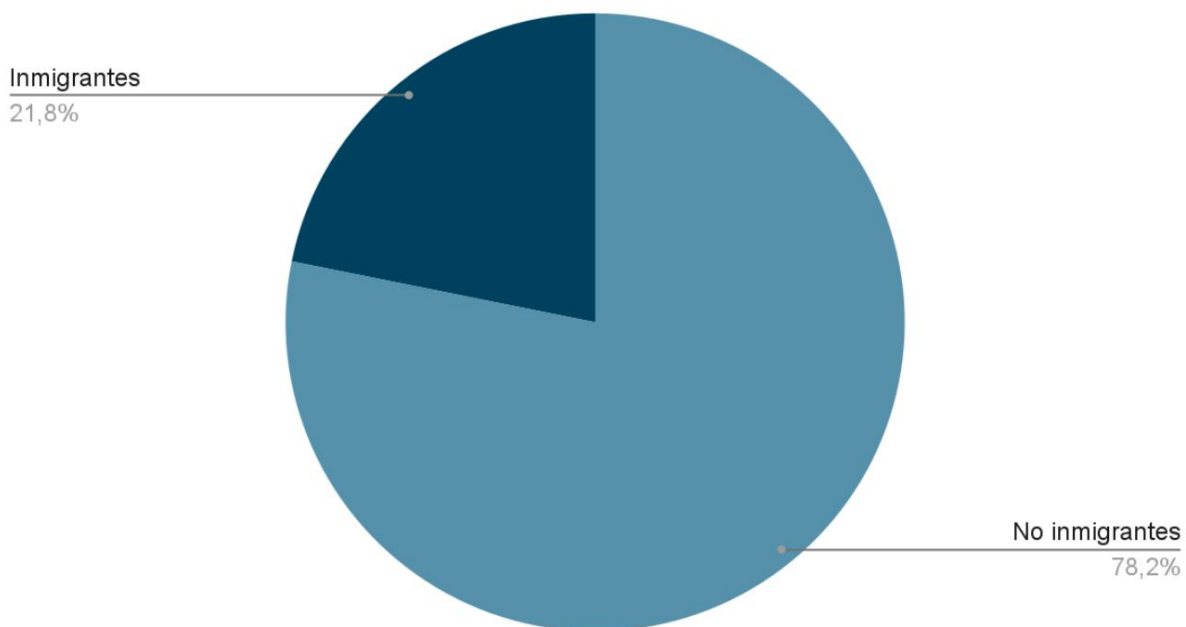
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Puestos de responsabilidad %

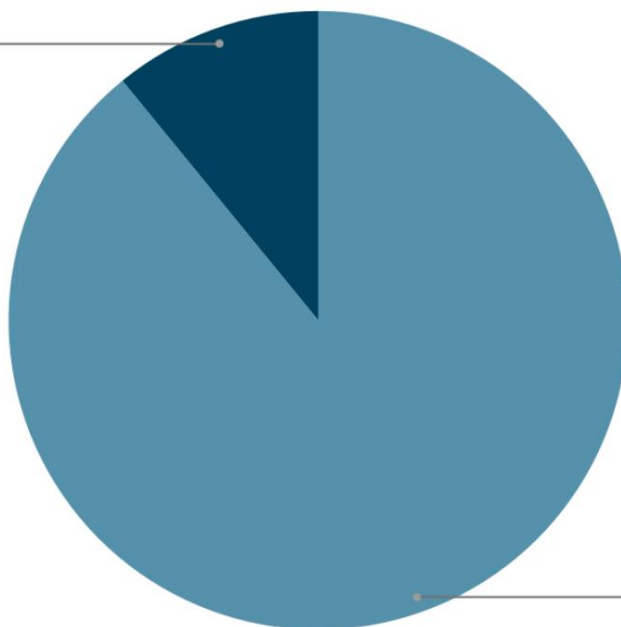


Points scored



Personal que procede de la zona %

Fuera zona
10,9%



Zona
89,1%

We prioritize on-the-job training and internal promotion through training professional, safety, hygiene, health and sustainability.

Training, professional development and internal promotion

Hotel Son Bauló CB prioritizes on-the-job training, internal promotion, and professional development of your team. We believe that continuous training is essential. a fundamental tool for improving service quality, strengthening customer safety and employees, ensure regulatory compliance and advance in sustainability.

Staff training focuses particularly on key areas for the hotel business, such as occupational risk prevention, food hygiene and safety, health, the handling of chemicals, facility maintenance, customer service, sustainability and circularity.

Training 2025-2026

Recurring and annual training

During the 2025-2026 season, Hotel Son Bauló CB is considering the following actions training:

Training	Training entity
Pool lifeguard course	IISE - Institut Superior d'Emergències
Training course on the correct use of products Chemicals for housekeepers and chambermaids	Argui Industries
Pool maintenance course	Nord Consult
Food hygiene and allergen management course	Preverisk
Defibrillator renewal course	SAP - Salvage Professional Aquatic

Pool lifeguard course	Sports 85
Allergen management and food safety course	Preverisk
Food handling and HACCP course in restoration	Preverisk
Occupational risk prevention course	Balearic Service of Prevention
Sustainability courses	FEHM and Preverisk
Circularity courses	FEHM and Preverisk

In addition, at the end of the season we hold a small private event. Prizes and gifts are awarded. We discuss how the season went and say goodbye to those who are retiring.

These employees receive something extra special as a thank you for their years of service with us.

These training sessions are conducted periodically or according to the needs identified in each case. department, with the aim of ensuring that staff have the knowledge suitable to perform their duties safely, responsibly and professionally.

Internal customer management

Hotel Son Bauló CB considers its employees as internal clients and an essential part of the operation of the establishment. Therefore, actions are being developed to improve the internal communication, recognizing the work done, listening to suggestions and reinforcing the team involvement in the hotel's objectives.

The following measures stand out among those implemented:

- We have a suggestion box for employees.
- We hold regular meetings with department heads to analyze complaints, suggestions, incidents and opportunities for improvement.
- We inform departments monthly about the employees most highly rated by customers through mentions in satisfaction surveys.

- We share the monthly customer satisfaction results with the staff, both TUI data as well as data obtained through our own questionnaires internal.
- We compile information on the reasons why customers book our hotel and about the most frequent complaints or comments.
- We provide hotel rooms to those employees who need them or want them They request, depending on availability and internal conditions.
- We offer laundry service to employees who require it.

These actions contribute to improving the work environment and strengthening communication between departments and foster a sense of belonging to the hotel.

Occupational risk prevention

Hotel Son Bauló CB has and complies with an **Occupational Risk Prevention Plan**, developed with the participation of the workers and adapted to the operational reality of establishment.

This plan includes:

- The company's occupational risk prevention policy and objectives.
- The structure of responsibilities for each member of the company.
- The preventive organizational model in compliance with current legislation.
- Risk assessment by position and department.
- Preventive action planning.
- Staff training and information.
- Incident monitoring and corrective measures.

As part of this commitment, the hotel is also conducting a **workload study of the chambermaids**, with the aim of analyzing working conditions, preventing ergonomic risks and detecting possible improvements in work organization.

Human rights, child protection and rejection of exploitation

Hotel Son Bauló CB promotes respect for human rights and, in particular, those of the people. Children's rights. We have a protocol in place for action in case of suspicion or

detection of abuse, with the aim of preventing, identifying and reporting any situation that may put the safety of minors or vulnerable people at risk.

We expressly reject and condemn the exploitation of human beings in any of its forms, especially sexual exploitation, and particularly when it may affect minors. This commitment is part of our social responsibility policy, of our internal protocols and our understanding of ethical tourism, safe and responsible.

The hotel maintains a proactive and diligent approach to any situation that may violate the fundamental rights of individuals, by activating internal channels and relevant external parties when necessary.

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Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026

14. Wildlife (Biodiversity)

The Hotel Son Bauló CB is located in a particularly sensitive and privileged location. From an environmental point of view, the establishment is located at the end of Can Picafort, on the seafront, opposite Son Bauló beach and the Na Patana area, and right on the edge of the Torrent de Son Bauló, which acts as a natural boundary between the tourist center and the protected environment of Son Real.

This situation makes the hotel a transition point between tourist activity and a natural area of high ecological value. Therefore, we assume a special responsibility in the environmental protection, raising awareness among customers and employees, and promoting responsible use respectful of nearby natural spaces.

Our immediate surroundings include the beach, dune system, rocky outcrops, and the Torrent river corridor. Son Bauló features coastal vegetation zones and underwater Posidonia meadows. This diversity of habitats favors the presence of sensitive species and communities, including **Posidonia oceanica**, seagrass (**Crithmum maritimum**), coastal invertebrates such as sea **urchins** and crabs, seabirds and shorebirds, as well as fauna terrestrial linked to the natural environment of Son Real.

The biodiversity of the surrounding area is part of the hotel's and the destination's unique value. The proximity to the beach, the stream, and Son Real allows our guests to enjoy a direct experience of nature, but it also requires reinforcing messages of protection, prevention, and respect for local habitats and species.

Environmental value of the surroundings

The area around Son Bauló and Son Real has outstanding environmental value due to the combination of different ecosystems in a space very close to the hotel:

Space or habitat	Environmental value
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<p>Torrent de Son Trunk</p>	<p>Located right next to the hotel, it forms a large natural corridor Landscape and ecological importance. It marks the separation between the area urban area of Can Picafort and the natural environment of Son Real.</p>
<p>Son Bauló and Na Patana beaches</p>	<p>These are coastal areas of high value to residents and visitors, where it is essential to reconcile tourist use with the conservation of the coast, coastal vegetation and associated fauna.</p>
<p>Dune system</p>	<p>It plays an essential role in protecting the coastline, conserving the sand, stabilizing the coast, and maintaining plant species adapted to the marine environment.</p>
<p>Meadows of Posidonia</p>	<p>Posidonia is a keystone species for water quality, Coastal protection and marine biodiversity. Its remains in the Beaches are part of the natural cycle and should not be interpreted as dirt.</p>
<p>Son Environment Real</p>	<p>It represents one of the natural, scenic, cultural spaces and the most important archaeological sites in the area, with accessible routes from the hotel and an important value for environmental education.</p>
<p>Natural Park of s'Albufera de Majorca</p>	<p>A nearby natural area of reference for birdwatching, the conservation of wetlands and raising awareness about biodiversity.</p>

Hotel Son Bauló CB carries out information and awareness-raising activities aimed at customers and employees, with the aim of promoting responsible behavior in the natural environment next.

Among these actions, the guided visits to the Son Real Protected Natural Area stand out, with which the hotel borders. During these visits, as well as through the panels Information about the establishment includes details on protected species and sensitive habitats. natural heritage and good environmental practices.

These activities explain, among other things, the following aspects:

- The importance of the **Mediterranean tortoise**, remembering that it is forbidden to pick it up, to handle it or remove it from its habitat.
- The meaning and cultural value of the well-known “**Stone of Saint Lucia**”.
- The presence of **sea crabs**, informing that they should not be captured or to be manipulated.
- The presence of **sea urchins**, remembering that it is forbidden to pick them up.
- The function of the **dune system** and the need to avoid stepping on sensitive areas or leaving the designated areas the established paths.
- Identifying the **fonoll marí**, informing that it should not currently be collected.
- The importance of **posidonia**, explaining that its remains on the beach are natural, beneficial to the ecosystem and do not represent a lack of cleanliness.
- The respectful observation of seabirds, shorebirds and other species that They can be found in the area around the stream, the beach and Son Real.

Current commitments and practices

Hotel Son Bauló CB maintains various commitments and practices aimed at protecting the biodiversity of its immediate surroundings and raising awareness among customers, employees, and partners. on the natural value of the area.

Line of performance	Current practices

<p>Information and awareness to guest</p>	<p>We have information panels and materials available at reception about protected species, local biodiversity and good practices environmental issues. Information is provided on the importance of not handling wildlife. Do not remove flora, respect the dune system and understand the role natural posidonia on the beach.</p>
<p>Activities interpretive</p>	<p>We conduct and recommend guided tours of the Son Real area, as well as responsible bird and local wildlife observation activities from terraces, rooms and areas near the hotel.</p>
<p>Signage and messages behavioral</p>	<p>We are reinforcing messages aimed at preventing the trampling of dunes, the removal of posidonia remains, the capture of marine organisms and any action that may alter the natural balance of the environment.</p>
<p>Coordination internal</p>	<p>The maintenance, housekeeping, and reception departments are informed about the need to avoid handling wildlife and refer any incident to the authorities or entities competent where appropriate.</p>
<p>Informational materials</p>	<p>We have a notice board dedicated to our natural environment, with infographics about species that can be found in the area and their situation in the wild. We also have guides, lists, Brochures and maps on the biodiversity of the Son Bauló area, Son Real and the Balearic Islands as a whole.</p>

Information scientific reference	Some of the information provided is based on reference sources such as the IUCN Red List of Threatened Species List of Threatened Species.
Routes and itineraries	We have guides and itineraries to visit the Houses of Son Real, with maps that allow you to take the route from the establishment by walking along the coast or starting from the main entrance of the space.
Collaboration with entities	We collaborate with environmental and conservation organizations, reinforcing our commitment to the protection of biodiversity and of the natural environment.

Over the past few years, we've noticed a growing awareness among our guests regarding the local flora and fauna. It's becoming increasingly common for guests to report sightings, request more information, or even show us photographs of species they've seen during their stay, which they recognize thanks to the infographics and materials available at the hotel.

We have also observed an increase in demand for cultural and nature activities, especially those related to excursions, visits to places of interest, coastal routes, environmental observation and knowledge of the natural and cultural heritage of They are real.

Best practices for customers and visitors

The hotel promotes a series of good practices among its guests to reduce the impact

Regarding local biodiversity:

- Do not collect plants, animals, shells, stones or other natural elements from the environment.
- Do not feed wildlife.

- Do not handle turtles, birds, crabs, hedgehogs or other animals.
- Respect the marked paths and avoid passing through sensitive dune areas.
- Do not leave waste on the beach, the stream or the natural paths.
- Correctly interpret the presence of posidonia on the beach as part of the balance native of the coast.
- Avoid unnecessary noise or behavior that may disturb the wildlife.
- Respect existing environmental signage.
- Report any related incidents to the hotel or the relevant authorities with injured wildlife, waste, spills or inappropriate behavior.

Information about nearby natural areas

Hotel Son Bauló CB informs and encourages responsible visits to the natural areas of areas of particular interest near the establishment, especially:

- **Son Bauló stream**, located right next to the hotel. • **Son Real Natural Area**, bordering the hotel and accessible from our surroundings. immediate.
- **Son Bauló and Na Patana beaches**, as coastal areas of tourist use and value natural.
- **s'Albufera de Mallorca Natural Park**, as a reference area for bird watching and the conservation of wetlands.

We have all the guides and itineraries you need to visit the Casas de Son Real, with maps that allow you to start the route from the property by walking along the coast or from the main entrance. This information makes it easy for guests to explore the area independently, safely, and respectfully.

We also provide information about the species that can be sighted in the area, promoting a respectful observation, without interfering with their natural behavior or altering their habitats.

Informational material and bird watching

The hotel has information panels and a corner in the reception area with books, brochures and maps relating to the flora, fauna, natural spaces and routes of the surrounding area.

The hotel's location also allows for direct observation of birds and the coastal landscape from Our terraces, common areas, and some rooms. This feature enhances the value This unique feature of the establishment allows us to bring local biodiversity closer to our customers. in an accessible and respectful manner.

Commitment and collaboration

Hotel Son Bauló CB collaborates with environmental organizations such as Greenpeace and maintains its commitment to protecting the natural environment in which it carries out its activity.

In addition, we actively contribute to the **Mediterranean Wildlife Foundation association**, fulfilling one of the objectives linked to the protection of species and the support of entities conservation. This collaboration arose from a particularly interesting visit to the site of breeding of the black vulture, which helped to strengthen knowledge about species conservation protected in the Balearic Islands.

These collaborations strengthen the hotel's connection with conservation initiatives, environmental awareness and protection of biodiversity.

Biodiversity objectives and monitoring

With the aim of improving environmental protection and strengthening the measurement of our actions, Hotel Son Bauló CB establishes the following biodiversity objectives for 2026:

Aim	Goal 2026/2027	Indicator	State 2025
Membership to groups of conservation of environment and	At least one affiliation active premises with quota paid.	Certificate of affiliation and	Partial. There is collaboration with environmental entities, but it is reinforced

species protected		proof of share.	need to formalize a local affiliation specific.
Education environmental to guest and the team	100% of rooms with updated signage and two interpretive tours per month during the season high.	Inventory of posters, attendance records and surveys subsequent to activity.	Partial. There are active panels and occasional visits, but the recording and measurement They must be systematized.
Protection of dune system and posidonia	Zero incidents of trampling of dunes reported by staff and three points of reinforced information: beach, access and reception.	Book of incidents, photographs of signage and minutes review.	Not measured. They exist. awareness-raising practices, but a record is lacking centralized.
Cleaning of coastal and of Torrent de Son Trunk	Three days per season and removal of at least 60 kg of waste with weighing.	Weighing sheets, Before/after photos and participation registration.	Partial. They have Cleanings performed, but no weighings systematic.

Lightning responsible close to habitats sensitive	Conduct an audit lighting and check 100% facade lighting facing the sea, with shielding and reduced hours when as necessary.	Technical report, inventory of luminaires and programming hourly.	Pending diagnosis.
Monitoring and reporting	Create a system of annual monitoring of biodiversity actions.	Table of indicators, records, evidence photographic and review by Address.	In development.

Performance analysis

Environmental awareness actions have been maintained over the last 12 months,

Guest information, basic internal coordination, and dissemination of information about the natural environment of Son Bauló, Son Real, the beach, Na Patana, the dune system, the stream and the posidonia.

Customer feedback shows a positive trend. Increased attention is noticeable.

towards the local fauna and flora, more inquiries related to local species and a

Increased interaction with information materials available at reception. Greater interest has also been observed in routes to Son Real, cultural visits, and activities.

related to nature and heritage.

However, areas for improvement have been identified, mainly related to results measurement. Specifically, it is considered a priority to advance in the systematic recording of visits, incidents, cleaning days, weight of removed waste, and updating of signage.

lighting control and formalization of local collaborations with entities of conservation.

Looking ahead to 2026, priority is given to formalizing local membership and improving the measurement of results, active protection of the dune system and posidonia, reinforcement of signage environmental and lighting control in areas near sensitive habitats.

Contribution to the environment

The actions included in this section contribute to the protection of the dune system, the Posidonia meadows, the Torrent de Son Bauló, Son Bauló beach, Na Patana and the surrounding area native of Son Real.

They also strengthen awareness among customers, employees, and partners through Environmental education, signage, best practices, participation in activities of conservation and support for specialized entities.

Hotel Son Bauló CB understands that biodiversity is an essential part of the value of the destination and from the experience of its customers. Therefore, our goal is to continue acting as a responsible establishment, located on the front line of contact with a unique natural space, promoting respect, knowledge and conservation of the environment.

General objective: to protect and enhance the biodiversity of the Son Bauló and Son Real environment through environmental information, raising awareness among customers and employees, promoting good practices, collaborating with entities linked to conservation and progressively improving monitoring and measurement systems.

Signed:

Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026

15. Local community and social action

Hotel Son Bauló CB maintains an active commitment to the local community, protection of traditions, the dissemination of the history and culture of Mallorca, support for social entities and the promotion of tourism that generates positive benefits in the environment.

As a family business historically linked to Can Picafort and the municipality of Santa Margalida, we understand that tourism should contribute to the well-being of the community, to maintenance of local heritage and the enhancement of our customs, products, landscapes and cultural expressions.

Our commitment to the local community is developed through different lines of activities: culture and heritage, local art, local gastronomy, social collaboration, support for associations, solidarity actions and participation in municipal activities.

15.1. Dissemination of local history, culture and heritage

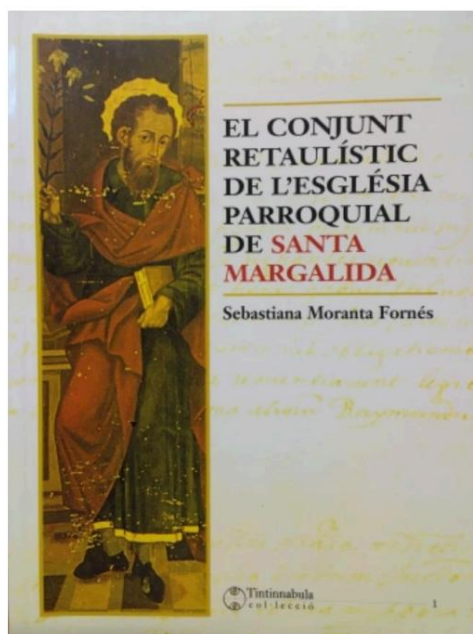
Hotel Son Bauló CB collaborates in the dissemination and maintenance of our traditions, history and local heritage, bringing these values closer to our clients, employees and community.

One of the most important activities is the **guided tours of the Son Real Protected Natural Area**, which the hotel borders. These tours include information about the natural environment, the coastline, the dune system, local biodiversity, and archaeological heritage.

Special attention to the **Prehistoric Necropolis of Son Real**.



Likewise, the hotel has promoted the publication of the book “**Conjunt Retaulístic de l'Església Parroquial de Santa Margalida**”, allocating all the profits from its sale to the restoration of the Parish Church of Santa Margalida.



Another cultural initiative undertaken by the hotel is the creation of a book on "**The History of Mallorca**" through excursions, visits, and gastronomy. The first volume, covering prehistory to the end of Roman rule, is already completed and available to employees, guests, and the community. The second volume, focusing on the period between the end of Roman rule in the 4th century and the end of the Byzantine era in the 9th century, is currently in preparation.

This initiative links historical knowledge with real-world experiences in the region, combining excursions, cultural visits, and local cuisine. An example of this is the visit to Ternelles.



15.1. Dissemination of local history, culture and heritage

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Special attention to the **Prehistoric Necropolis of Son Real**.

15.2. Promotion of local art

The Hotel Son Bauló CB has an art collection made up of works by artists Local artists, born and/or residing in Mallorca. This collection includes painting and sculpture, and It helps to bring Mallorcan art closer to customers, employees and visitors.

Among other artists, the hotel features original works by Joan Bennàssar, Cristina Escape, Eduard Vich, Gloria Mas, Mercedes Laguens, Alan Brundige, Aleix Llull, Maria Carbonero, Juli Ramis, Ramón Canet, Brunet, Carlos Gelabert, Florencio Subías, Geoffrey Mcewan, Tòfol Sastre, Herbert Lautmann, Jerònima Ramis, Jesús Cánovas, Joan Vallespir, José Aranda, Llabrés Campins, Manolo Sáez, Manuel Aramendia, Ñaco Fabrè, Miró Llull, Josep Guinovart, Pep Coll, Rafa Forteza, Rafael Amengual and Tolo Seguí.

The hotel also participates in the **Saladina Art Fest Can Picafort**, an initiative in which various Artists create murals in different parts of the municipality, helping to revitalize the

public space, reinforce local identity and bring contemporary art closer to residents and visitors.



Link to access the Saladina Art Fest portal:

<http://canpicafort.es/descobrir-els-murals-del-saladina-art-fest/>

15.3. Local traditions and celebrations

Hotel Son Bauló CB involves its guests in the traditions, rituals, ceremonies and local celebrations through information panels, internal communications and activities animation.

Among the celebrations that are publicized, the following stand out:

Local celebration	Date	Action taken
Saint's Night Juan	June 23rd	Customer information about the tradition, its meaning and local celebration.
Feast of the Virgins	21st October	Dissemination of the festival and its elements traditional.

These actions allow the customer to better understand the culture of the destination and promote a more authentic and respectful relationship with the local community.



15.4. Local product and economic benefit for the community

With the aim of the local community benefiting from tourism, the Hotel Son Bauló CB maintains a policy of preference for purchasing local products, especially in fruits, vegetables and other food products.

In addition, the hotel offers a **weekly dinner featuring local products and dishes**, strengthening Mallorcan gastronomy and fostering relationships with producers and local suppliers.

These measures help reduce the footprint associated with transportation and support the local economy. to preserve the gastronomic identity and offer the customer an experience more closely linked to territory.

15.5. Collaborations with the municipality and local entities

Hotel Son Bauló CB regularly collaborates with various local and municipal initiatives, contributing to the well-being of the community and the maintenance of services and relevant activities.

Among the collaborations carried out, the following stand out:

Line of collaboration	Action taken
Beach safety	Collaboration in the maintenance of beach lifeguards.
Natural environment	Annual collaboration in the cleaning of the Torrent de Son Bauló.
Associations and patron saint festivals	Providing free hotel stays to various associations local events and for the patron saint festivities.
Local school	Collaboration through the gift of t-shirts at the end of the season and the payment of a student's study trip, according to faculty criteria school.
Mandalas Club	Collaboration with the local association "Club Mandalas", which carries out Yarn mandalas for fairs and exhibitions. The benefits are They allocate the funds to the purchase of essential items for the NGO "SOS Moms".



15.6. Social action and support for vulnerable groups

Hotel Son Bauló CB maintains a line of social collaboration with entities and associations and municipal services, especially in actions aimed at people and families in vulnerable situations of vulnerability.

We collaborate with the City Council's Social Services department through:

- Food delivery at the end of the season.
- Delivery of cribs and blankets when requested.
- Delivery of toys for the Three Kings Day holiday.

We also collaborate with the local women's association and, within its activities to help For abused women, we offer the use of a room or premises in those cases. where necessary.

These actions reflect our commitment to business activity that is sensitive to the social needs of the environment and with a supportive response to situations of vulnerability.

15.7. Collaboration with solidarity entities

Hotel Son Bauló CB collaborates with different entities, campaigns and solidarity projects, both locally, nationally and internationally.

Among the collaborations carried out, the following stand out:

Entity or initiative	Type of collaboration
Cancer Aid "A ribbon in motion"	Collaboration and support for the initiative.
Local annual fundraising dinner cancer funds	Participation and support in fundraising.
Help in Action	Solidarity collaboration.
Children's Villages	Solidarity collaboration.
Red Cross	Collaboration with the entity.
Help children with HIV/AIDS Majorca	Solidarity collaboration. [Details of the collaboration to be finalized]

15.8. Monitoring and continuous improvement

Hotel Son Bauló CB is progressively documenting its social collaboration actions, cultural and community support through supporting documents, photographs, thank you letters, receipts of donations, internal records and evidence of participation.

Looking ahead to 2026, the goal is to strengthen the systematization of this evidence, to organize the collaborations by areas of action and improve the monitoring of their impact on the local community.

General objective

Maintaining and strengthening Hotel Son Bauló CB's commitment to the local community by the promotion of the culture, history and traditions of Mallorca, the support of local art, the purchase of local products, collaboration with social entities and active participation in initiatives that generate a positive impact on the municipality and on vulnerable groups.

Signed:

Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026

16. Commitment and support from our stakeholders

Commitment, goals and progress (communication to stakeholders)

Dear All,

At Hotel Son Bauló, we are deeply committed to sustainability and environmental protection. We firmly believe that the success of our initiatives depends not only on our internal efforts, but also on the active collaboration of all our stakeholders, including each and every one of you.

Our Sustainability Goals We have set ambitious targets to reduce our environmental impact and promote responsible practices throughout our value chain. Our main objectives include:

- Reduce carbon emissions through process optimization and adoption of cleaner technologies.
- Minimize the use of natural resources, increasing efficiency in consumption of water and energy.
- Promote the circular economy through recycling and waste reduction and local, nearby or sustainable product.
- To promote ethical practices throughout our supply chain, ensuring fair working conditions and respect for human rights.

How can they contribute?

We would like to invite you to actively participate in this effort. Your involvement is key to to achieve our goals and to ensure that sustainable practices are integrated fully in all our operations. Below, we present some ways in which they can help us:

- Collaborate with us in the search for more sustainable materials and products, and adopt practices that minimize the environmental impact of their own operations.

- Support our sustainable products and services, and share our commitment to sustainability among its networks.
- Participate in our internal sustainability initiatives, contribute innovative ideas and become ambassadors for our environmental practices.
- Collaborate on joint projects that benefit both the environment and the local communities.

At HSB, we are committed to maintaining transparency in our efforts and We will regularly report on the progress we are making, also in Travelife We record our results monthly, so we can get an idea of our progress. Your feedback and ongoing collaboration will be essential for adapting and improving our strategies.

We are convinced that, by working together, we can make a significant difference in the protection of our planet. We thank you in advance for your support and are We are excited to have your collaboration on this journey towards a more sustainable future.

If you have any questions or suggestions, please feel free to contact us.

via toni@hotelsonbaulomallorca.com or admin@hotelsonbaulomallorca.com

Together, we can make our actions resonate beyond our organization and contribute to positive change at a global level.

Sincerely,

Toni,

Administration Department,
Hotel Son Bauló.

17. Projects for 2025-2026

Hotel Son Bauló CB maintains a line of work for the period 2025-2026 based on the continuous improvement, consolidation of already implemented advances, and definition of objectives

realistic in terms of environmental sustainability, social responsibility, operational efficiency, workplace well-being and relationship with the local community.

These projects are planned taking into account the characteristics of the establishment: hotel beach resort, family-owned, building with a historical history, 251 rooms, Prime seafront location and direct proximity to the Torrent de Son Bauló, Son beach Bauló, Na Patana and the natural environment of Son Real.

The overall objective for this period is to continue moving towards more efficient management, responsible and sustainable, without losing sight of operational viability, service quality and customer experience.

17.1. Certification, compliance and transparency

Project / Objective	Planned action	Indicator of follow-up
Renew and maintain the certificate Travelife	Continue working on compliance of the Travelife criteria and prepare the documentation required for audit and follow-up.	Certification / audit / documentation updated.
Regulatory control	Maintaining control of legislation applicable in environmental and labor matters, health and safety, human rights and social responsibility.	Updated legal list and evidence of internal communication.
Communication transparent	Disseminate the Sustainability Policy and the Sustainability Report to Employees, customers, suppliers and collaborators.	Report published and available in several languages.
Report Sustainability 2024-2025	Publish and disseminate the report with the available data, measures implemented, objectives and evolution of indicators.	Report completed and release.

17.2. Circularity, waste and responsible consumption

Project / Objective	Planned action	Indicator of follow-up
Implantation progressive of the Plan of Circularity	Continue implementing the Circularity Plan in the Main areas of the hotel: kitchen, restoration, flooring, maintenance, purchasing and administration.	Annual review of Circularity Plan.
Waste control: Improve the	measurement and recording of waste generated by area, prioritizing those areas that generate the most waste. flows with greater impact.	Monthly records and annual comparison.
Do not increase waste per customer	Maintain or reduce waste generation per stay, depending on available data.	Kg of waste / client or stay.
Reduction of single-use plastics use	Continue replacing individual formats and unnecessary packaging replaced by reusable alternatives, dispensers or formats of less impact.	Number of products replaced.
Reusable bags: Consider	the gradual replacement of plastic bags. plastic by reusable bags or others sustainable alternatives as a detail of welcome or customer service.	Action implemented / number of units delivered.

17.3. Energy efficiency and emissions reduction

Project / Aim	Planned action	Indicator of follow-up
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Reduction of the footprint of carbon	Continue measuring the hotel's carbon footprint and analyze reduction measures associated with energy, purchasing, waste and operations.	Periodic report of carbon footprint.
Efficiency energy	Progressively reduce energy consumption per room through technical improvements, preventive maintenance and operational control.	kWh/stay and annual comparison.
Energy target realistic	Establish a reduction target once the comparative data for 2024-2025 has been finalized, avoiding setting unverifiable percentages before the definitive baseline is available.	Objective validated with Travelife data / Evergreen.
Solar energy	Study the expansion of solar panels and self-consumption systems, valuing consumption, budget, financing, return on investment and technical feasibility.	Budgets received and study of viability.
Hot water health	Finalize or advance in the elimination of hot water storage tanks to switch to direct consumption systems when applicable technically feasible.	Performances made / reduction estimated losses.
Laundry	Analyze the total or partial outsourcing of Laundry under economic and energy criteria, environmental and operational.	Comparative study updated.
Reform sustainable	Continue with the progressive renovation of the hotel incorporating energy efficiency criteria, durability, comfort, maintenance and reduction of impacts.	Rooms or areas renovated with sustainable criteria.

17.4. Efficient use of water

Project / Aim	Planned action	Indicator of follow-up
Control of water consumption	Maintain monitoring of water consumption per customer or stay to detect deviations and opportunities for improvement.	Liters/stay and annual comparison.
Replacement of bathtubs by showers	Continue progressively replacing bathtubs with showers in room renovations, prioritizing efficiency, accessibility and comfort.	Number or percentage of rooms updated.
Bass heads caudal	Expand the use of low-flow printheads in rooms and common areas when be compatible with the quality of service.	Number of units installed.
Double systems discharge	Incorporate dual flush systems or consumption reduction mechanisms in toilets during renovations or replacements.	Percentage of units installed.
Awareness of customer	Maintain campaigns for the responsible use of water, especially through the reuse of towels and messages news.	Signage / communications / laundry tracking.

Project / Aim	Planned action	Indicator of follow-up
Protection of Son's surroundings Trunk	Strengthen awareness-raising actions on the Torrent de Son Bauló, Son Real, beach, Na Patana, dune system and posidonia.	Panels, brochures, records and information updated.
Campaigns of cigarette butt collection	Strengthen campaigns to collect cigarette butts and other waste on the beach and surrounding area. involving customers and employees whenever possible.	Number of shares / collected waste.
Cleaning of torrent and coastline	Maintaining collaboration in cleaning up Torrent de Son Bauló and nearby areas.	Workshops held, photographs and records.
Signage environmental	Add or update information panels at reception, pool and related points with Son Real, flora, fauna and good practices.	Panels installed / updated.
Collaborations environmental	Maintain existing collaborations and value new collaborations with entities related to conservation, wildlife, research or biodiversity.	Certificates, fees, agreements or evidence collaboration.

17.6. Staff training 2025-2026

Training area	Planned action
Sustainability and environmental management	Courses on sustainability in tourism, good environmental practices, resource saving and responsible management.
Circularity	Training on circular economy, waste separation, waste reduction and responsible consumption.
Risk prevention work	Recurring training in occupational risk prevention, adapted to the different positions and departments.
Food safety: Training in food hygiene, food handling,	HACCP and allergen management.
Emergencies and health	Workshops or training sessions on responding to health emergencies, using a defibrillator, first aid, and protocols internal.
Swimming pools and lifeguarding.	Specific courses for lifeguards, pool maintenance and safety in aquatic areas.
Customer service sustainable	Strengthening communication with the client regarding sustainability, local environment, responsible use of resources and good practices.

17.7. Customer Information and Awareness

Project / Aim	Planned action	Indicator of follow-up
Panels news	Install or update information panels in reception, pool and common areas about sustainability, biodiversity, local species and good practices.	Panels updated.
Information about Son Real	Expand the available information on routes, visits, natural and cultural heritage of Son Real.	Brochures, maps and guides available.
Reduction of plastics and waste	Strengthen messages against the unnecessary use of plastics, littering and dumping to the sea.	Informational material and campaigns internal.
Local art	Publish or prepare an informational brochure about the Works by local artists are on display at the hotel.	Brochure prepared / available for customers.

17.8. Local community and social action

Project / Aim	Planned action	Indicator of follow-up

Collaborations social	Maintain collaborations with entities social organizations, local associations and organizations solidarity.	Supporting documents, letters, photographs or records.
New collaborations	Evaluate new collaborations with entities environmental or social factors related to the environment Balearic Islands, such as Fundación Voltor, COFIB, IMEDEA or other local entities.	Contacts made / collaboration formalized.
Support for groups vulnerable	Continue collaborating with social services, local associations and solidarity campaigns when requested or possible.	Contribution records.
Protective and animal welfare	Strengthen, where feasible, support for local initiatives related to care cats and other animals in the area.	Actions taken / entities beneficiaries.

17.9. Gastronomy, local produce and culture

Project / Aim	Planned action	Indicator of follow-up
Local product in Baulina	Increase or consolidate the use of products local, seasonal and nearby in the Baulina Restaurant.	Local suppliers / Featured products.

Gastronomy Mallorcan	Maintain gastronomic offerings linked to local tradition and Mallorcan cuisine.	Menus, dishes or thematic days.
Culture and history from Mallorca	To offer or recommend cultural activities linked to the History of Mallorca, routes, excursions, visits and gastronomy.	Available materials / activities completed.
Suppliers locals	Prioritize local suppliers whenever possible. viable in terms of quality, availability, food safety and price.	

17.10. Workplace well-being and human team

Project / Aim	Planned action	Indicator of follow-up
Psychosocial climate: Con	Conduct an analysis of the psychosocial climate and job satisfaction of the people who work in the hotel.	Surveys, interviews or internal report.
Measures of improvement	Implement improvement measures based on the results of the analysis, especially in communication, work organization and welfare.	Actions implemented.

Workloads	Continue analyzing workloads, especially in departments with higher physical demands such as floors.	Load study / corrective measures.
Training and internal promotion	Prioritize on-the-job training and encourage internal promotion when appropriate possible.	Courses completed / internal promotions.
Communication internal	Hold meetings with department heads, use the suggestion box, and communication of satisfaction results.	Proceedings, communications and monitoring.

General objective for the period 2025-2026

The overall objective of Hotel Son Bauló CB for the period 2025-2026 is to consolidate a more sustainable, efficient and responsible tourism management model, based on regulatory compliance, continuous improvement, protection of the natural environment, and support for the local community. the well-being of the human team and the quality of the customer experience.

These projects will be reviewed periodically based on the results obtained, budget availability, the hotel's operational needs, Travelife indicators, and the priorities defined by Management.

Signed:

Address of Hotel Son Bauló CB

Sebastiana Moranta

Date: 15/06/2026